

City of Chattanooga, TN
Personnel Class Specification

Class Code 1010

FLSA: Exempt

**CLASSIFICATION TITLE: POLICE INFORMATION CENTER
MANAGER**

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative and technical work at the managerial level providing direction and guidance to the Information Center of the Police Department. Conducts analysis to develop strategies for improved efficiency in supplying information to citizens, officers, and other agencies. Oversees the receipt of police records and reports to ensure quality of information and compliance with federal, state and departmental standards and regulations. Supervises and leads assigned employees of the unit ensuring continued unit operation.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Manages, directs and evaluates assigned staff; maintains daily time sheets; prepares time off requests; maintains standards through the effective coordination of activities; allocates personnel; acts on employee problems; provides recommendations for new employee selection, transfers, promotions, discharge, and salary administration; implements disciplinary action; schedules training classes as needed for in-service and new tasks; observes and documents employee performance; prepares evaluations of employees.

Oversees daily unit operations; monitors status of work; troubleshoots problems with defective reports and operational activities; provides guidance in resolving problems such as missing reports or files; responds to officer questions and concerns involving incorrect reports.

Establishes checks, balances, audits, and security to ensure integrity of data.

Conducts analysis to develop strategies for improved efficiency in supplying information to citizens, officers, and other agencies.

Oversees the receipt of police records and reports to ensure quality of information and compliance with federal, state and departmental standards and regulations.

Provides information to the public; assists officers; receives and responds to complaints involving reports or employees; forwards information involving complaints to appropriate area; responds to requests for information; prepares various reports upon request; correlates data pertaining to the status of production and presents information to command staff.

Corresponds with vendors, attorneys, and other managers regarding report information, purchases and employee issues.

Acts as a liaison between the unit, various courts and attorneys to provide information that may be lawfully disclosed; researches information as requested by the City Attorney, Internal Affairs Unit or District Attorney as needed.

Oversees the receipt of revenues ensuring compliance with related departmental and City procedures; reports monthly activity to budget and finance department representatives.

Maintains confidentiality and professional integrity involving departmental issues and documentation.

Maintains supply inventory; completes documents necessary to order supplies and equipment for the unit; ensures the maintenance of sufficient supplies to support continued unit operation.

Provides relief for employees in the unit as required.

Provides information as a representative for the department and work unit to the news media and public as required.

Attends various meetings and represents the unit in departmental and City meetings.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Criminal Justice, Public Administration, Accounting, or a related field with three years experience managing a data entry/customer service unit to include establishing checks, balances, audits and security to maintain and assure integrity of data; or an equivalent combination of education and experience that provides the required knowledge, skills and abilities for this position. Must be able to receive the NCIC Basic Query Certification from a state agency.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to perform in a supervisory capacity over subordinate supervisors.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert very light physical effort in sedentary to light work, involving some reaching, handling, fingering and/or feeling of objects and materials.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: May 2003